

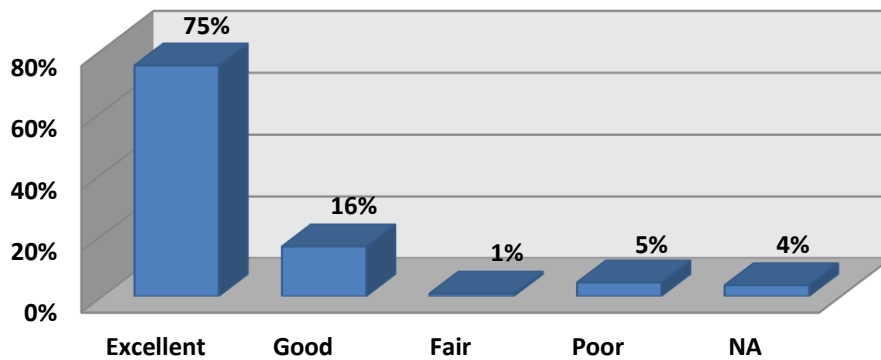
2016 Active Consumer Satisfaction Survey

STATE REHABILITATION COUNCIL

1. Please rate the quality of services you receive from IVRS?

Excellent	83	75%
Good	18	16%
Fair	1	1%
Poor	5	5%
NA	4	4%
Total	111	100%

1. Please rate the quality of services you receive from IVRS



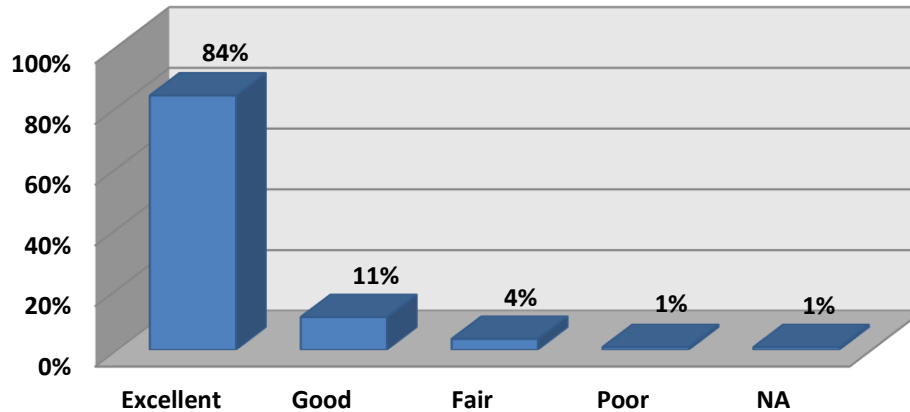
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2. Please rate the politeness of IVRS staff.

Excellent	93	84%
Good	12	11%
Fair	4	4%
Poor	1	1%
NA	1	1%
Total	111	100%

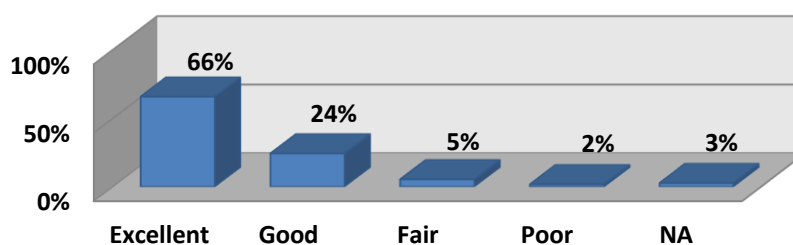
2. Please rate the politeness of IVRS staff



3. To determine if you felt you had a voice in the IVRS process, please rate your involvement in making choices about your employment goals and services.

Excellent	73	66%
Good	27	24%
Fair	6	5%
Poor	2	2%
NA	3	3%
Total	111	100%

3. To determine if you felt you had a voice in the IVRS process, please rate your involvement in making choices about your employment goals and...



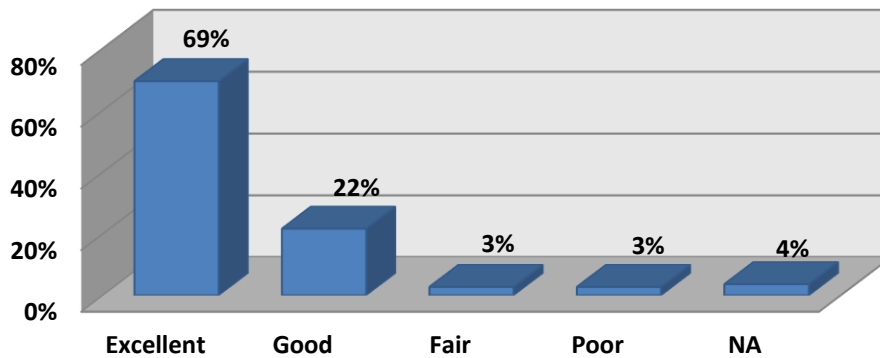
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STATE REHABILITATION COUNCIL

4. Please rate the chance of recommending IVRS to someone else.

Excellent	77	69%
Good	24	22%
Fair	3	3%
Poor	3	3%
NA	4	4%
Total	111	100%

4. Please rate the chance of recommending IVRS to someone else



Percent Returned by Area Office

